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IN THE U.S. PATENT AND TRADEMARK OFFICE  
Patent Application Transmittal Letter

COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

04 CO  
no fee

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n):  Utility     Design

original patent application,  
 continuation-in-part application

INVENTOR(S): Robert Sesek

TITLE: Systems And Methods For Providing Support Services To Users Of Programmable Devices

Enclosed are:

- (X) The Declaration and Power of Attorney.  signed     unsigned or partially signed  
(X) 8 sheets of drawings (one set)     Associate Power of Attorney  
( ) Form PTO-1449     Information Disclosure Statement and Form PTO-1449  
( ) Priority document(s) ( . ) (Other)    (fee \$ \_\_\_\_\_)

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CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY				
(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) TOTALS
20 TOTAL CLAIMS	20 — 20	0	X \$18	\$ 0
27 INDEPENDENT CLAIMS	5 — 3	2	X \$80	\$ 160
2 ANY MULTIPLE INDEPENDENT CLAIMS	0		\$270	\$ 0
BASIC FEE: Design (\$320.00); Utility (\$710.00)				\$ 710
TOTAL FILING FEE				\$ 870
OTHER FEES				\$
TOTAL CHARGES TO DEPOSIT ACCOUNT				\$ 870

Charge \$ 870 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL 737390776 US

Date of Deposit May 14, 2001

Respectfully submitted,

Robert Sesek

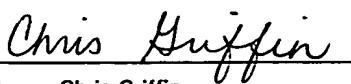
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By   
Typed Name: Chris Griffin